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ABSTRACT

This publication establishes goals and specifies priorities for the State of Louisiana consistent with the purposes of the Library Services and Technology Act (LSTA). Four goals are listed, with accompanying activities, procedures, and evaluation for their implementation; the fourth goal specifies four priorities. The goals are: (1) To administer the Library Services and Technology Act; (2) To establish or enhance electronic linkages among or between libraries; linking libraries electronically with educational, social or information services; assisting libraries in accessing information through electronic networks; (3) To encourage libraries in different areas, and of various types to share resources subject to title request such that turnaround time is 72 hours or less; and (4) To extend and enhance library and information services to those people in Louisiana with special needs. Also included are a timeline for 1998-2002, a ranking by public library directors of the importance of specific activities in their library program, a chart depicting LSTA priorities, and Program Assurances and Certification. (AEF)

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THE STATE LIBRARY OF LOUISIANA

FIVE YEAR PLAN

FOR

IMPROVING LOUISIANA LIBRARY SERVICES

1998 - 2002

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STATEMENT OF PURPOSE

This publication establishes goals and specifies priorities for the State consistent with the purposes of the Library Services and Technology Act (LSTA).

This document marks the sure, determined step of progress as it addresses the library needs of Louisiana citizens. It highlights the activities of the State Library of Louisiana and its administration of Library Service and Technology Act funds, but its focus is on the challenge of improving library service to all citizens in the state.

The State Library of Louisiana is dedicated to meeting that challenge with programs to enhance public library technology; to stimulate interlibrary cooperation and resource sharing; and to improve library and information services to people of diverse geographic, cultural and socioeconomic backgrounds, including individuals with disabilities, people with limited information skills, persons with difficulty using a library, children from families with incomes below the poverty line, and underserved urban and rural communities. Directly because of LSTA, the State Library can present an array of programs reaching the handicapped, the illiterate, the institutionalized, the aged, the economically suppressed, and others.

The five-year program for the improvement of library service in Louisiana is not static; rather, it represents an ongoing process of evaluation, alteration and refinement. From it will emerge a consensus for action and the necessary steps for achievement.

GOAL 1: TO ADMINISTER THE LIBRARY SERVICES AND TECHNOLOGY ACT.

Activities:

- Implement programs and services responsive to priorities established by state environment and local library administration.
- Hold at least one meeting of the Louisiana Advisory Council each year.
- Administer the Library Services and Technology Act efficiently, economically and effectively in accordance with the provisions of the Act.

Procedures:

- No more than 4% of LSTA funds will be used on an annual basis to fund staff and staff-supported costs related directly to the administration of the LSTA program, costs related to meetings and related expenses of the LSTA Advisory Council, and other costs related to the administration of the LSTA program including materials, supplies, equipment, and mailing costs.

  Policies and procedures will be maintained, created, and updated as necessary. Fiscal control, personnel and property management, support and direction of federally funded projects, data collection and dissemination, and monitoring and evaluation of local statewide efforts will be accomplished.

  The State Library will provide a wide range of services to other libraries and directly to certain groups of citizens.

  - Elected and appointed state officials and employees may use and borrow materials directly from the State Library. Anyone may use its resources on-site.
  - Blind, visually handicapped, and physically handicapped persons who cannot use printed materials may borrow books and magazines in Braille and on cassette tapes directly from the State Library.
  - Electronic access to information is essential for all citizens. The potential to use digital information storage and retrieval must be realized and will be given priority within the strategic plan.
  - A major division of the State Library will continue to provide consultative services to public and institutional libraries, and develops training and other educational programs for library staff and trustees.

- A major function of the State Library is to administer state and federal grants. These include grants to acquire materials for local libraries, to build or renovate public library facilities and to initiate programming in areas such as reading and literacy.
- The Louisiana Collection is a valuable collection of information about Louisiana, it's history and culture. It will be enhanced especially in the areas of political history, biography, genealogy and in the writings of Louisiana authors.
- A collection of 16 mm films, recordings of Louisiana music, and video cassettes are available on a wide range of subjects and will continue to be offered for use by individuals and organizations through local libraries.
- State and federal documents will be made more easily available for use or loan through electronic means. The State Library administers a program which distributes state documents to other designated libraries, and is itself a full and complete depository of all state documents.
- A staff of professional librarians will continue to provide reference services in response to questions for information from individuals and other libraries.

Louisiana is a medium sized state covering 47,752 square miles, divided into sixty-four parishes.

The 1990 Census showed a total Louisiana population of 4,219,973, for a twenty-first ranking among the states in total resident population. The racial composition of that total is about 67% white, 31% black, and 2% Hispanic. There is also a small, but growing, population of Asians and Pacific Islanders taking residence within the state. The state's current birth rate is 17/1000 population, a little above the national average of 16. Our death rate is 8.8/1000 population, a little above the national average of 8.3. Because Louisiana's high birth rate is not a recent social phenomenon, her population is relatively young, with a median age of 31.0 years. The parishes with greater than average numbers of young are found in south Louisiana, where the predominately Catholic population sustains a high birth rate and immigration is high. The high emigration of young adults from north Louisiana leaves that area with a population of higher average age.

According to the 1990 Census, there are 468,991 Louisianans who are 65 years of age or older. This represents an increase of 16% over 1980's total of 404,279. The number of people now over age 65 represents 11% of Louisiana's population, a figure a little below the national average of 12.5%.

Louisiana is a state with two divergent cultures. The people of the north are generally, white, Protestant, and Anglo-Saxon, while the south has large pockets of French, Roman Catholic

and non-white populations. Many of the state's inhabitants are bilingual. About 11% of people over age eighteen years speak either French or Spanish. There are also small settlements where other European or Asian languages are spoken. In all, about 385,000 individuals speak a language other than English at home.

Much of the state is still rural. Forty of the sixty-four parishes have fewer than 50,000 residents. Only in a third of the state's parishes do the majority of people live in urban areas.

Poverty and illiteracy are prevalent in Louisiana. The 1990 census indicates that 23.6%, nearly one fourth, of the population live in poverty. Among children, 31.2% are victims of poverty; among elderly Louisianans, 24.1% live in poverty, almost double the national rates in these two age groupings. The state ranked 45th in personal income, and ranked 47th in median household income. Unemployment in Louisiana according to the State Department of Labor, Labor Statistics section, reached 7.9% in April of 1992.

Only 68.3% of the state's population has graduated from high school. The drop out rate is among the nation's highest at 12.5% of students between 16 and 19 years old. *States in Profile: The State Policy Reference Book* (State Policy Research, Inc. 1991) lists Louisiana's illiteracy rate at 16%, the nation's worst.

There are few individuals living in Louisiana who are without some public library service. Each of Louisiana's sixty-four parishes has an established public library system. According to the statistics gathered for the *Public Libraries in Louisiana: Statistical Report*, 1,886,802 Louisianians were registered public library users; they represent 43.8% of the state's citizenry. Total book collection for all public libraries in Louisiana was 9.945,039. Circulation numbers show a steady upward trend; ten years ago circulation was 14,751,993; five years ago, 16,865,614. Total circulation in 1993 was 19,043,311, a 29.1% increase from ten years ago. Louisianians need, and use, their libraries.

In addition to the above concerns, changes in technology have put other burdens on the state's libraries. Libraries need to provide additional staff training and improve physical facilities in order to incorporate new developments such as automation of library operations, bibliographic networking, on line reference services, video technology, and other forms of information storage and retrieval.

All of these factors--demographic, social, economic, technological, and political--impact library service. The state is set, the needs are clear, our purpose must be to plan library services to meet Louisiana's current and future information, education and recreational demands.

Priorities under LSTA will be guided by the input of the Advisory Council and by library staff around the state. A May 1997 survey helped determine the priorities for services and programs as perceived by library staff. As stated in the federal entitlement, technology is the

uppermost concern and motivation of library planning. Among eleven categories of programs and service, the top four are directly related to improving the machine assisted processes in libraries. In the middle tier are traditional programs such as staff development, collection development, and service to children. The table below provides the cumulative "ranking" of the eleven priorities.

Review and oversight of the plans and activities of the State Library of Louisiana are accomplished on numerous levels and by diverse groups. Most important is the State Board of Library Commissioners, a seven member body appointed by the governor. This group has appointed an LSTA advisory council, made up of representatives of all types of libraries and citizens of Louisiana. Two state legislative committees, the State Education Committee, and the House Committee on Municipal, Parochial and Cultural affairs review the budget and programs of the State Library.

The State Librarian has created a State Library Advisory group among the public librarians. Another group, the Louisiana Library Association Issues Committee, directs concerns to the State Library, particularly regarding continuing education and technical support, priorities of the State Library. The Louisiana Library Network has an advisory board made up of academic and public librarians, and its concerns are directly related to the interlibrary and cooperative efforts of the State Library; the State Librarian is a member.

The State Library Section for the Blind and Physically Handicapped has an advisory group which reviews its services and programs. An ad hoc interlibrary loan user group advises the State Library on resource sharing and the techniques to do so. Altogether, these eight groups participate, provide feedback, suggest innovation and revision of programs, review plans, and evaluate programs and services of the State Library.

Copies of the State Plan will be distributed to the following:

Oversight Legislative Committees, including individual members of the Municipal, Parochial, and Cultural Affairs (House) and Education Committee (Senate)
LSTA Advisory Council
State Library Advisory Group
Louisiana Library Association Issues Committee
Louisiana Library Network Advisory Board
State Library Advisory Group for the Blind & Physically Handicapped
State Library Interlibrary Loan User Group
State Supervisor for School Libraries; Department of Education
All public, academic, special, and institutional libraries

The plan will also be posted on the State Library of Louisiana's web site:
(http://smt.state.lib.la.us/statelib.htm)

Evaluation: Dissemination of plan as indicated; review of plan and related activities by the LSTA Advisory Council.

GOAL 2: ESTABLISHING OR ENHANCING ELECTRONIC LINKAGES AMONG OR BETWEEN LIBRARIES; LINKING LIBRARIES ELECTRONICALLY WITH EDUCATIONAL, SOCIAL OR INFORMATION SERVICES; ASSISTING LIBRARIES IN ACCESSING INFORMATION THROUGH ELECTRONIC NETWORKS.

Activities:

- The State Library will conduct surveys biannually to determine the extent and use of technology in delivering service.
- Staff training on the Internet and other technologies will take place annually, coordinated by the State Library and made physically available to library staff.
- Expand the Interlibrary Loan Network until all 65 public library systems participate.
- Expand Internet access in all 65 public library systems, aiming toward 300 separate terminals or workstations statewide.

Procedures:

- Plan each conference and other workshops with technology in mind.
- The State Library's collection of pertinent literature on electronic access and operation.
- Public library consultants will monitor progress of training among parish library staff, and monitor increase in information services in the local libraries.
- The State Library will sponsor statewide meetings for network decision making and continuing education.

Evaluation:

- Results of surveys and field visits will be published in *Communique'* or *Insights* biannually.
- Each and every conference and workshop will include evaluations, and solicitation of topics for future conference agenda.

1998	1999	2000	2001	2002
Surveys	Surveys	Surveys	Surveys	Surveys
Internet Training	Internet Training	Internet Training	Internet Training	Internet Training
ILL to 55	ILL to 58	ILL to 61	ILL to 64	ILL to 65
Internet to 65 Stations	Internet to 100 Stations	Internet to 175 Stations	Internet to 250 Stations	Internet to 300 Stations

GOAL 3: ENCOURAGE LIBRARIES IN DIFFERENT AREAS, AND OF VARIOUS TYPES TO SHARE RESOURCES SUBJECT TO TITLE REQUEST SUCH THAT TURNAROUND TIME IS 72 HOURS OR LESS.

Activities:

- Continue and expand the statewide book delivery system currently in 65 public libraries to include other types of libraries.
- Update the statewide data base - formally known as LAsernet - to its online, real time capabilities. 100,000 transactions annually will occur.
- Expand Louisiana Union Catalog in digital form for sharing with all types of libraries in Louisiana.

Procedures:

- Encourage participation in the statewide Interlibrary Loan Network and use of the OCLC group access project.
- Seek increased state aid to enhance resources available for sharing.
- Conduct pilot programs to evaluate the use of new resource sharing technologies, including electronic mail, telefacsimile document delivery, and enhanced telecommunication.
- Revise and update the LLA Interlibrary Loan Code and Manual (protocol for resource sharing).

Evaluation:

- Evaluation will be based upon the extent of resource sharing and the extent of networking activity, measured in Interlibrary Loan transactions and library system participation, respectively. Monitor and analyze turnaround response time.

1998	1999	2000	2001	2002
65 delivery sites		75 delivery sites		80 delivery sites
Database Sharing - 100,000 ILLS	→	→	→	Database Sharing - 100,000 ILLS
LUC Expansion 60,000 titles	LUC Expansion 61,200 titles	LUC Expansion 62,400 titles	LUC Expansion 63,600 titles	LUC Expansion 64,800 titles

GOAL 4: EXTEND AND ENHANCE LIBRARY AND INFORMATION SERVICES TO THOSE PEOPLE IN LOUISIANA WITH SPECIAL NEEDS.

PRIORITY #1 **Persons having difficulty using a library.**

Activities:

- Conduct a statewide survey by 1998 to access the unmet information and library needs of Louisiana's elderly

Procedures:

- Encourage intergenerational programs that can attract and involve elderly citizens.
- Produce a manual of services to the elderly.

Evaluation:

- Monitor monthly reports from public libraries examining statistical review, program and administrative changes. (See attached copy)

PRIORITY #2: **Underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.**

Activities:

- Facilitate installation of online stations for free Internet access at 65 public library system sites in the state. Continually assist in providing or installing additional stations to reach 300 stations by 2002.
- Expand and promote inter-generational literacy programs to 25 public library systems by 2002.

Procedures:

- Annually urge all 65 parish libraries to work with day-care centers and with child-care providers, as well as with teachers in schools.
- All library systems will provide children's programming and will invite children from local child-care agencies and schools.
- Suggest that local libraries partner with day-care providers and local agencies that serve children, with family literacy programs as a possibility.
- Public library consultants will work closely with local parish librarians while making field visits.
- The State Library will work with the Office of Telecommunications, Louisiana State University Office of Computing Services, LSU's School of Library and Information Science, and others to train library staff and implement the electronic network.

- The State Library will provide one continuing education program or workshop biannually to assist public librarians in the development of services to the disadvantaged.
- Report annually in *Insights* pertinent demographic information about Louisiana, with strategic information and suggestions for service initiatives.

Evaluation:

- The narrative section of the monthly reports turned in by parish libraries will be reviewed to see if there is an increase in activities with child-care centers and child-care providers, and public library consultants will make follow-up visits to libraries which have such programs to see how effective they were.
- Evaluation will be based upon the extent to which 1) programs for the disadvantaged and the illiterate are developed, maintained, expanded and promoted, 2) continuing education programs are developed and 3) interagency planning and promotion of an electronic network that levels the playing field for the disadvantaged and illiterate library user takes place.

PRIORITY #3: Individuals with disabilities.

Activities:

- Increase circulation of reading materials as well as increasing registered borrowers.
- Survey readership in 1999 to determine patron satisfaction with the State Library's Section for the Blind and Physically Handicapped.
- Provide annual pilot programs for library service, with emphasis on technology and literacy for the residents and patients of one state institution library.

Procedures: The State Library's office of the Communications Director will coordinate news releases, monthly news letters, other print and media events, promotions, and communications of the State Library.

- Increase public awareness of library service programs for the blind and physically handicapped with the purpose of reaching all potential readers and promoting public support.
- Provide more direct contact with users of the library services in order to resolve any problems encountered with the services and to make the reader advisors and the library's collection easily

accessible.

- Speak at local civil organizations about the services provided by the State Library's Section for the Blind and Physically Handicapped.
- Attend meetings of state associations for the blind and physically handicapped.
- Speak to Special Education and Library Information Science classes about the reading materials and equipment the State library's Section for the Blind and Physically Handicapped provides for visually handicapped children and adults.
- Update circulation system.
- Promote Summer Reading Program for Children with Special Education Teachers and State Associations for the blind and physically handicapped.
- Purchase additional large print titles to improve quality and quantity of State Library materials.
- Develop a patron handbook for new readers.
- Contact by phone each new reader to introduce the reader to the library service.
- Contact by letter each reader who has not ordered a book in the past six months.
- Continue a quarterly newsletter in large print, braille and on cassette. Maintain a free "800" watts line number with an answering machine to encourage readers to contact the library if any problems are encountered with the service.
- Conduct and partially fund one library service project each year to develop an institution library, or broaden and expand an existing program with emphasis on technology and literacy.

Evaluation:

- Evaluation will be based upon the increase in new library registrations in the state.
- Evaluation will be based upon circulation statistics remaining at current book per reader level while readership increases.
- Evaluation will be performed during on-site consultative visits made annually to the state supported residential facilities in Louisiana. This will include accreditation assistance, collection development, training of inmate and resident assistants and institutions staff.

PRIORITY #4 **People unskilled in finding and using library information.**

Activities:

- Promote continued interagency cooperative planning and implementation of literacy programs by participation in at least two regional or statewide organizations on an ongoing basis through 2000.
- Expand access to the literacy materials in the State Library of Louisiana on the Internet, through semiannual listings and appropriate links to these resource materials.
- Expand the State Library's resources (listed in the *Catalogue of Adult Literacy Materials*) by 200 items annually and promote circulation in public libraries for use by adult basic education classes and the undereducated adults throughout Louisiana.

Procedures:

- The State Library will create or secure procedural documentation on how programs can be established and supported especially through cooperation with the Governor's Office of Lifelong Learning, which collects documents on various agency initiatives.
- The State Library will plan and promote with other agencies, organizations or groups, the development, maintenance or expansion of literacy programs for undereducated adults including inter-generational library services.
- The State library will continue to build its collection of literacy instruction and support materials.
- The State Library will print and distribute a 3rd edition of *Catalogue of Adult Literacy Materials* (including updated editions), made freely available to libraries, adult education supervisors and teachers.
- When available, the State Library will award sub-grants to develop, maintain or expand literacy programs or projects for the undereducated adult.
- Promote continued cooperation between local Adult Education Programs and/or community based organizations, and parish libraries in at least ten (10) parishes, including assistance with grantwriting and partnerships that facilitate grantwriting.
- The State Library staff, especially the Literacy Coordinator, shall keep abreast of organizational activity throughout the state.
- Conduct and partially fund one institution library service project each year to develop a new library or broaden and expand an existing program with emphasis on technology and literacy.

Evaluation:

- Evaluation will be based upon the extent to which 1) literacy programs or projects for the undereducated adults are developed or expanded, 2) the

continued growth and circulation of the literacy resource collection of literacy instruction and support materials, 3) the publication and distribution of its *Catalogue* (Web site updates and subsequent editions) and 4) interagency planning and promotion of literacy programs occur.

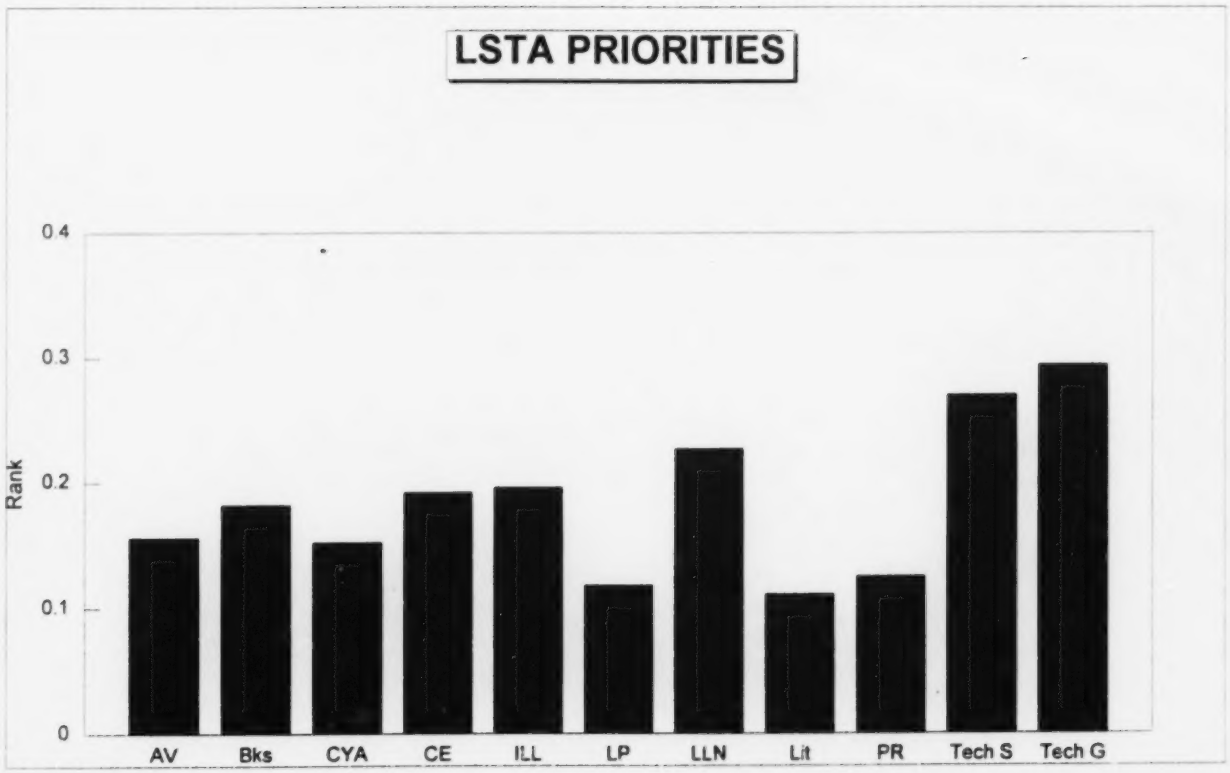
- Surveys and informal study of progress shall be undertaken to determine where model programs are, how they can be replicated, where they can be replicated.
- Evaluation will be based on the number of on-site consultative visits made to state supported residential facilities in Louisiana evaluating collection and staff development.
- The State Library will monitor, where possible, the actual programs and determine their value for other library settings, and determine whether the existing programs can act as models for new programs.

1998	1999	2000	2001	2002
Survey of Elderly				
Free Internet Access - 65 Stations	Free Internet Access - 100 Stations	Free Internet Access - 175 Stations	Free Internet Access - 250 Stations	Free Internet Access - 300 Stations
Inter-generational Programs - 10	Inter-generational Programs - 15	Inter-generational Programs - 20		Inter-generational Programs - 25
SBPH Circulation 149,095	SBPH Circulation 150,000	SBPH Circulation 151,000	SBPH Circulation 152,000	SBPH Circulation 155,000
	Patron Satisfaction Survey			
Institution Pilot Program	Institution Pilot Program	Institution Pilot Program	Institution Pilot Program	Institution Pilot Program
Interagency Cooperation - 2 organizations	Interagency Cooperation - 2 organizations	Interagency Cooperation - 2 organizations	Interagency Cooperation - 2 organizations	Interagency Cooperation - 2 organizations
Literacy Collection Access via Internet	Literacy Collection Access via Internet	Literacy Collection Access via Internet	Literacy Collection Access via Internet	Literacy Collection Access via Internet
Expand Resources - 2,500	Expand Resources - 2,700	Expand Resources - 2,900	Expand Resources - 3,100	Expand Resources - 3,300

Public library directors were asked to rank from 1 - 11, highest to lowest, the importance of the following activities in support of their library programs. An inverse of the total points provides the following numerical results.

Audio Visual Materials	.156
Book Grants	.182
Children's and Young Adult services	.152
Continuing Education for library staff	.192
Interlibrary Loan	.196
Large Type/Talking Books for physically and visually impaired	.118
Louisiana Library Network	.227
Literacy Services	.111
Public Relations and Marketing Assistance	.125
Technical Support	.270
Technology Grants	.294

Clearly, LSTA is properly named. Technical support and operations are of the greatest interest to library directors. The top four priorities are directly related to machine assisted activities.


LSTA PRIORITIES
Rank
0.4
0.3
0.2
0.1
0
AV
Bks
CYA
CE
ILL
LP
LLN
Lit
PR
Tech S
Tech G

PROGRAM ASSURANCES AND CERTIFICATION

All State Library administrative agencies receiving assistance under the Library Services and Technology Act, P. L. 104-208, must comply with the statutes and regulations cited below. To receive federal financial assistance, all applicants must provide this signed statement of program assurances.

The Applicant agrees that it will comply with Subtitle B of the Museum and Library Services Act of 1996--the Library Services and Technology Act (LSTA), (P.L. 104-208) pursuant to:

(1)Sec. 213 (6), the Applicant shall provide assurances that the officially designated State library administrative agency has the fiscal and legal authority and capability to administer all aspects of this subtitle, will provide assurances for establishing the State's policies, priorities, criteria, and procedures necessary to the implementation of all programs under this Act, and will submit copies for approval as required by regulations promulgated by the Director.

(2)Sec. 224(b)(6), the Applicant shall provide assurances satisfactory to the Director that it will make such reports, in such form and containing such information, as the Director may require reasonably to carry out the State plan and to determine the extent to which funds provided under this Act have been effective in carrying out the purposes of this Act.

(3)The Applicant agrees that it will comply with 45 CFR Part 1183--Uniform Administrative Requirements For Grants and Cooperative Agreements to State and Local Governments under the rules for the National Foundation on the Arts and Humanities.

This assurance is given in connection with any and all financial assistance from the Institute of Museum and Library Services (IMLS) after the date this form is signed. This includes payments after such date for financial assistance approved before such date. The Applicant recognizes and agrees that any such assistance will be extended in reliance on the representations and agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the Applicant, its successors, transferees, and assignees, and on the Authorizing Official whose signature appears below.

For further information on the assurances, contact IMLS at 1100 Pennsylvania Avenue, NW, Washington, DC 20506.

Signature of Authorizing Official

Thomas F. Jaques, State Librarian
Name and Title of Authorizing Official

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May 27, 1997
Date

CERTIFICATE OF APPROPRIATE STATE LEGAL OFFICER

I hereby certify that **Office of State Library**

Louisiana

is the sole State Agency with authority under State law to develop, submit and administer or supervise the administration of the State Plan under the Library Services and Technology Act; that **Thomas F. Jaques** (Name of Authorized State Agency Official) is the officer authorized to submit the State Plan for the named State Agency; that the State Treasurer or **State Librarian** (Title of Officer other than State Treasurer) has authority under State law to receive, hold, and disburse Federal funds under the State Plan; and that all provisions contained in the Plan are consistent with State law.

(Signature, Attorney General or other State Legal Officer)

Carlos M. Finalet, III
Assistant Attorney General of Louisiana
(Title)

May 27, 1997
(Date)